Claims

[c1] A system for managing business systems transactions and infrastructure, comprising: a collection system embedded in a client system, including one more data collectors having at least one plug-in for extracting data from client system components, and a secure client connection to a network for transmitting the extracted data from the client aggregator and communicating over the network; and a management server including a system manager for controlling the management server, a secure server connection to the communication network for communicating over the network and receiving the extracted data from the client collection system, system manager for comparing the received extracted data with threshold values, a repository for storing a knowledge base and the extracted data, a reasoning system for performing data analysis on the extracted data that exceed threshold values, and a notifications manager for notifying users of abnormal conditions based on the data analysis.

[c2] The system of claim 1, further comprising: a client aggregator for receiving the extracted data from the data collectors; and a server aggregator for receiving the extracted data from the secure connection.

[c3] The system of claim 1, further comprising a corrective actions manager for activating corrective action scripts in client systems over the communication network.

[c4] The system of claim 1, further comprising a graphical user interface server connected to the secure server connection to the communication network a web browser graphical user interface connected to the secure client connection to the communication network for communication with the graphical user interface server.

[c5] The system of claim 1, wherein: the collection system further comprises one or more configuration clients for receiving configuration commands for configuring the client system; and the management server further comprises configuration manager for sending configuration commands to the collection

system.

[c6] The system of claim 1, wherein the data collector plug-in is selected from group consisting of operating system plug-in, database plug-in, business process plug-in, web server plug-in, and application plug-in.

[c7] The system of claim 1, wherein the secure server connection and the secure client connection to the communication network are firewalls.

[c8] The system of claim 1, wherein the management server further comprises a business process manager for analyzing and tracking client business system processes based on the extracted data.

[c9] The system of claim 1, wherein the management server further comprises a data processor for performing complex calculations.

[c10] The system of claim 1, wherein the management server reasoning system comprises a diagnostic engine and a predictive analysis engine for analyzing the extracted data datasets and activating the notifications manager.

[c11] The system of claim 3, wherein the management server reasoning system comprises a diagnostic engine and a predictive analysis engine for analyzing the extracted data datasets and activating the corrective actions manager.

[c12] The system of claim 1, wherein the repository is an object oriented database management system.

[c13] The system of claim 1, wherein the repository is a relational database management system.

[c14] The system of claim 1, wherein the system components from which data are extracted is selected from the group consisting of a database host operating system, a database host database management system, a database host business process, a database host hardware components, a web host operating system, a web host web server, a web host business process, a host hardware components, an application host operating system, an

application host application programs, an application host business process, and an application host hardware components.

[c15] The system of claim 3, wherein the embedded collection system further includes corrective scripts associated with the data collectors that are activated by a server command from the corrective actions manager.

[c16] The system of claim 1, wherein the communication network is the Internet.

[c17] A method for managing business systems transactions and infrastructure, comprising the steps of: extracting data from client system components by a data collector and data collector plug-ins; transmitting the extracted data through a secure client connection to a communication network; receiving extracted data through a secure server connection to the communication network; comparing the extracted data by a system manager with threshold values stored in a repository; submitting the extracted data to a reasoning system if the extracted data exceeds a threshold value; analyzing the extracted data submitted to the reasoning system; and notifying a user affected by the results of the reasoning system analysis by a notification manager.

[c18] The method of claim 17, further comprising: aggregating the extracted data by a client aggregator; transmitting the extracted data by the client aggregator; and receiving the extracted data by a server aggregator.

[c19] The method of claim 17, further comprising storing the received extracted data in the repository.

[c20] The method of claim 17, further comprising automatically activating a corrective script in the client system by a corrective actions manager to a problem found by analyzing the extracted data.

[c21] The method of claim 17, further comprising manually activating a corrective script in the client system by a corrective actions manager to correct a problem found by analyzing the extracted data.

[c22] The method of claim 17, wherein the analyzing step comprises: detecting a problem from the extracted data by a diagnostic analysis engine; and associating the detected problem with a recommended solution found in a knowledge base stored in the repository.

[c23] The method of claim 17, wherein the analyzing step comprises: collecting extracted data over time; detecting a trend in the collected extracted data by predictive analysis engine; and estimating a time duration for a failure condition to occur.

[c24] The method of claim 17, wherein the notifying step comprises: accessing a knowledge base in the repository to determine a user affected by the results of the reasoning system analysis; sending the results of the reasoning analysis to a graphical user interface server; and transmitting the analysis results over the communication network to a client web browser graphical user interface for presentation to the affected user.

[c25] The method of claim 17, wherein the notifying step is selected from the consisting of transmitting an email message, sending a numeric page, and transmitting a text page.

[c26] The method of claim 17, further comprising: transmitting a client system configuration change request from a client web browser graphical user interface through the secure client connection to the communication receiving the configuration change request by a configuration server through the secure server connection to the communication network; communicating the configuration change request to a configuration manager from the graphical user interface server; validating the configuration change request and communicating a configuration change order to the graphical user interface server by the configuration manager; transmitting the configuration change order from the graphical user interface server through the secure server connection to the communication network; and receiving the configuration change order by a configuration client through the secure connection to the communication network.

[c27] A computer-readable medium containing instructions for controlling a computer system to carry out the steps of claim 17.

[c28] A method for managing business systems transactions and infrastructure, comprising the steps of: receiving extracted transactions and infrastructure data from a business system; comparing the extracted data with threshold values stored in memory; analyzing the extracted data that exceeds values; and notifying a user of a result of the analyzing step.

[c29] The method of claim 28, further comprising activating a corrective script based on a result of the analyzing step.

[c30] The method of claim 28, further comprising sending configuration to the business system.

[c31] The method of claim 28, further comprising sending notifying information to graphical user interface.

[c32] A computer-readable medium containing instructions for controlling a computer system to carry out the steps of claim 28.

[c33] A method for managing business systems transactions and infrastructure, comprising the steps of: extracting transactions and infrastructure data from business system; and sending the extracted data to a system for comparing with thresholds, analyzing extracted data that exceeds thresholds, and notifying a user of a result of the analyzing step.

[c34] The method of claim 33, further comprising activating corrective scripts in business system.

[c35] The method of claim 33, further comprising reconfiguring the business system upon receipt of a reconfiguration command.

[c36] The method of claim 33, further comprising receiving notification and presenting the information on a graphical user interface.

[c37] A computer-readable medium containing instructions for controlling a

computer system to carry out the steps of claim 33.